This guide will show you how to set up your IP camera for connection over the Internet using a PC, Mac, smartphone, or tablet.

**STOP**

**NOTE: If you are using the IP camera with an NVR, you should use the instructions included with the NVR to set up a remote connection.**

### Before You Start:

**Make sure you have:**
- A router and high-speed Internet access (not included).
- Connected the IP camera to a router or switch on your network using an Ethernet cable. See the Quick Connection Guide for details.
- A PC or Mac connected to the same network as your IP camera.

## 1  Record Your IP and MAC Address

**a**  **MAC Address:** The IP camera's MAC address is printed on the product label located on the camera housing.

**b**  **IP Address:** To find the camera's IP address, see Step 2.

> **Record your information below:**
> MAC ADDRESS: _____-_____-_____-_____-_____-_____
> IP ADDRESS: _____._____._____._____

## 2  Local Connection

**a**  Install **FLIR Cloud™ Client** from the CD or from **www.flirsecurity.com/pro** on a PC or Mac in the same LAN as the IP camera.

**b**  Enter the client user name (default: **admin**) and password (default: **admin**) and click **Login**.

**c**  Click **Add** ( ADD ) and then click **Devices** ( DEVICES ). The client scans your LAN for connected IP cameras. Write down  the IP address of your camera.

**d**

Check your camera

Click **Add**

**e**  Enter the password (default: **admin**) for your IP camera and click **OK**.

**f**  Click **Add** ( ADD ) then **Live View** ( LIVE VIEW ).

**g**  Click and drag **Default Group** to the display window to open your cameras in live view.

**Result:**

## 3  Port Forwarding

**Manually forward ports 80 and 35000 to the IP camera's IP address.**

All routers are different. To port forward your router, please refer to your router's user manual.

An example of a port forwarding screen is shown for illustration purposes:

**EXAMPLE**

**Port Range**

| Application | Start | | End | Protocol | IP Address | Enable |
|---|---|---|---|---|---|---|
| HTTP | 80 | to | 80 | Both | 192.168.1. 12 | ☑ |
| Client | 35000 | to | 35000 | Both | 192.168.1. 12 | ☑ |

**NOTE:** An automatic port forwarding wizard is available from **www.flirsecurity.com/pro**
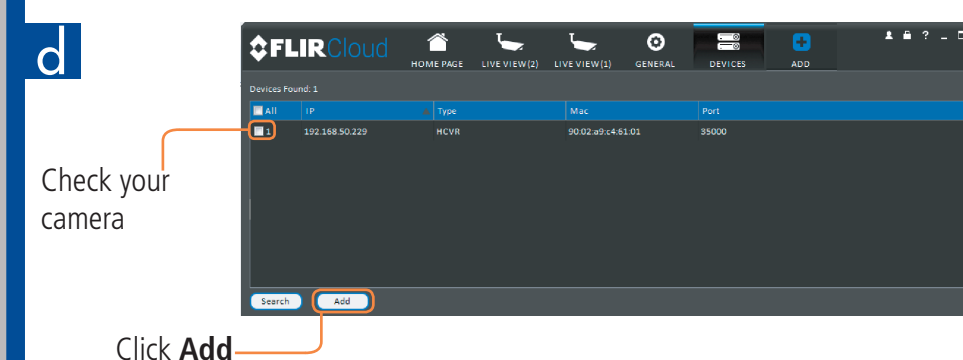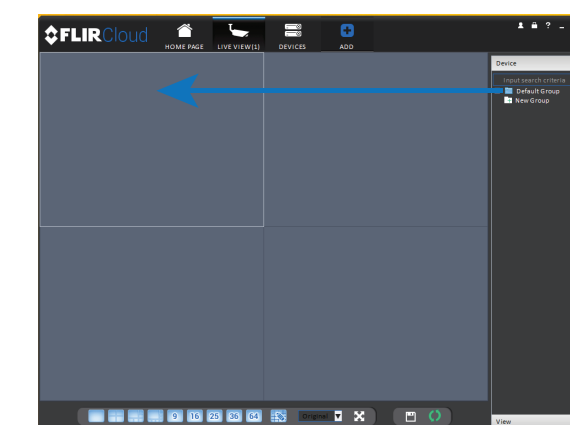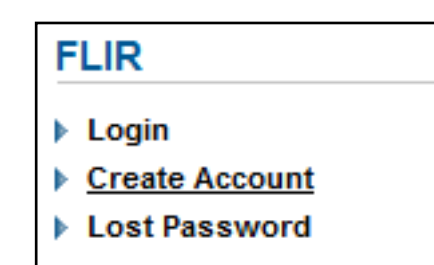
**NOTE:** If you are configuring multiple IP cameras, you must change the ports used by each camera. Two cameras cannot use the same port number. For information on changing camera ports, see the instruction manual for your camera.

## 4  Register for FLIR DDNS

**a**  Open your web browser and go to:

**http://ddns.myddns-flir.com**

**b**  Click **Create Account**.

**FLIR**
▶ **Login**
▶ **Create Account**
▶ **Lost Password**

**c**  Complete the Account Information fields with your personal information.

**d**  Complete the System Information fields:

System Information
Product License _____ - _____   <Product Code> - <MAC Address>
URL Request _____ .myddns-flir.com   What is this?
Create New Account

**Product License:** Select your product model from the **Product License** drop down menu (i.e. DNZ12TL2).

**URL Request:** Choose a URL for your DDNS connection (i.e. your name, your company or business name, or anything of your choice).

**<Product Code>-<MAC Address>:** Enter the MAC address of the IP camera. The MAC address is printed on a label on the camera housing.

**e**  Once the information has been entered, click **Create New Account**. Your Account information will be sent to you at the email Address you used in Step c.

**f**  Record your information here:
DDNS User Name: _____
DDNS Domain Name: _____
DDNS Password: _____

## 5 Enable DDNS on your IP Camera

Once you have registered for free DDNS service, use the information in the confirmation email (recorded in Step 4f) to configure DDNS settings on your system.

**a** Click **Add** (ADD) and then click **Device Config** (DEVICE CONFIG) in the CMS software on a PC or Mac in the same LAN as the camera.

**b** Click on the camera in the device list.

**c** Click **Network** (NETWORK) then click **DDNS**.

**d** Configure the following:

| | | |
|---|---|---|
| TCP/IP | ① Server Type | FlirDDNS ☑ Enable |
| Connect | ② Server IP | ddns.myddns-flir.com |
| PPPoE | ③ Port | 35000 (1~65535) |
| DDNS | ④ Domain Name | tomsmith |
| IP Filter | ⑤ User Name | tomsmith2 |
| SMTP | ⑥ Password | •••••••••••••• |
| Multicast | Update Interval | 10 Minutes |

1. **Server Type:** Check the checkbox and select **FlirDDNS**.
2. **Server IP:** Enter **ddns.myddns-flir.com**.
3. **Port:** Enter the Client port (default: **35000**)
4. **Domain Name:** Enter the **Domain Name** from the confirmation email you received after registering for DDNS.
5. **User Name:** Enter the **User Name** from the confirmation email.
6. **Password:** Enter the **Password** from the confirmation email.

**e** Click **Save**.

**NOTE:** It may take between 10~15 minutes for the DDNS server to update with your new DDNS address.

## 6 Connect Over the Internet

**a** Install **FLIR Cloud™ Client** from the CD or from **www.flirsecurity.com/pro** on a remote computer.

**b** Click **Add** (ADD) and then click **Devices** (DEVICES).

**c** Click **Add Device**.

**d** Configure the following:

Input Info

| | | |
|---|---|---|
| ① Device Name: | IPCamera | ☐ Onvif |
| Group Name: | Default Group | ② ☑ By IP/Domain |
| ③ Type: | IPC | |
| ④ IP/Domain Name: | tomsmith.myddns-flir.com | |
| ⑤ Port: | 35000 | |
| ⑥ User Name: | admin | |
| ⑦ Password: | ••••• | |

Retrieve Info

Device Information

| | |
|---|---|
| Serial Number: | YZC3MW083D00010 |
| Video Input: | 1 |
| Video Output: | 0 |
| Alarm Input: | 0 |
| Alarm Output: | 0 |

Save    Cancel

1. **Device Name:** Enter a name of your choice for the IP camera.
2. Check **By IP/Domain**.
3. **Type:** Select **IPC**.
4. **IP/Domain Name:** Enter the DDNS Domain Name (recorded in 4f) followed by **.myddns-flir.com**.
5. **Port:** Enter the Client port (default: **35000**)
6. **User Name:** Enter the **User Name** for the IP camera (default: **admin**)
7. **Password:** Enter the **Password** for the IP camera (default: **admin**).

**e** Click **Save**.

**f** Click **Add** (ADD) then **Live View** (LIVE VIEW).

**g** Click and drag **Default Group** to the display window to open your cameras in live view.

## Quick Reference

### Default passwords:

| | User Name | Password |
|---|---|---|
| Local System Access, Remote Access, and Mobile Connection | • admin | • admin |
| CMS Software Login | • admin | • admin |

### Default system ports:

- **HTTP Port:** 80
- **Client Port:** 35000
- **UDP:** 35001 (special applications only)
- **RTSP:** 554 (special applications only)

HTTP and Client ports must be port forwarded to enable access to the system over the Internet. See Step 3 for details.

### Troubleshooting

| Error | Possible Causes | Solutions |
|---|---|---|
| Cannot connect to the IP camera over the Internet | • Ports not forwarded | • Port forward the ports shown above. See Step 3 for details. |
| | • DDNS Setup not completed | • Complete Steps 4 & 5 to register your IP camera for DDNS. |
| | • Ports are blocked by Internet Service Provider (ISP) | • Some ISP's block port 80. Reassign the HTTP port to anything above 1026. Re-complete Step 3 with the new port number. If this does not work, contact your ISP for assistance. |
| | • Multiple routers installed in local network | • If you have multiple routers, additional setup may be required. See the Port Forward Wizard Manual on www.flirsecurity.com/pro |
| Could connect to system previously, but no longer can | • IP camera internal IP address has changed | • This can occur if your router resets due to power failure. Set up a fixed IP address for your IP camera. See the Instruction Manual on the CD for details. |
| Cannot connect to the IP camera using a smart-phone or tablet | • IP address used from outside local network | • Use the DDNS address to connect to the IP camera using a mobile application. See Step 7. |
| | • Router is blocking DDNS connection from internal network | • Turn off WiFi connection and attempt to connect using 3G or mobile network. |

### Need Help?
Latest software and manuals available on
**www.flirsecurity.com/pro**

EASY NVR

For support, visit
**www.flirsecurity.com/pro**

## 7 Mobile Connection

**NOTE:** You must complete ALL previous steps before connecting using a mobile device. For other mobile platforms, visit **www.flirsecurity.com/pro** for details.

### iPhone

**a** Install **FLIR Cloud™** for free from the App Store.

**b** Tap the **FLIR Cloud™** icon.

**c** [Live Preview — Tap] → [Device List — Then tap +]

**d** Configure the following:

| | | |
|---|---|---|
| Scan QR Code | | > |
| ① Register Mode: | IP/Domain | > |
| ② Name: | HD System | |
| ③ Address: | tomsmith.myddns-flir.com | |
| ④ Client Port: | 35000 | |
| ⑤ Username: | admin | |
| ⑥ Password: | ••••• | |
| Live Preview: | Sub | > |
| Playback: | Sub | > |
| Start Live Preview | | |

1. **Register Mode:** Select **IP/Domain**.
2. **Name:** Choose a name for your IP camera of your choice.
3. **Address:** Enter the IP address or DDNS address of your IP camera. (e.g. tomsmith.myddns-flir.com).
4. **Client Port:** Enter the Client Port (default: **35000**).
5. **Username:** Enter the IP camera's User Name (default: **admin**).
6. **Password:** Enter the IP camera's Password (default: **admin**).

**e** Tap **Start Live Preview**.

**f** Enter a new 6 character password and tap **OK**. This password will be used to connect to your IP camera from now on.

**g** The app opens in Live View and streams video from your cameras.

### iPad

**a** Install **FLIR Cloud™** for free from the App Store.

**b** Tap the **FLIR Cloud™** icon.

**c** Tap ▦, then ⚙.

**d** Tap **Device Manager**, and then tap **Add**.

**e** Configure the following, then tap **Save**:

| | | |
|---|---|---|
| Cancel | New Device | |
| Start Scanning | | |
| ① Register Mode: | IP/Domain | |
| ② Name: | HD_System | |
| ③ Address: | tomsmith.torex... | |
| ④ Client Port: | 35000 | |
| ⑤ User Name: | admin | |
| ⑥ Password: | ••••• | |
| ⑦ Channel amount: | 1 | |
| Live Preview | Main | Sub |
| Video Playback | Main | Sub |
| Start Live Preview | | |

1. **Register Mode:** Select **IP/Domain**.
2. **Name:** Choose a name for your IP camera of your choice.
3. **Address:** Enter the IP address or DDNS address of your IP camera. (e.g. tomsmith.myddns-flir.com).
4. **Client Port:** Enter the Client Port (default: **35000**).
5. **Username:** Enter the IP camera's User Name (default: **admin**).
6. **Password:** Enter the IP camera's Password (default: **admin**).
7. **Channel amount:** Enter **1**.

**f** Tap **Start Live Preview**.

**g** Enter a new 6 character password and tap **OK**. This password will be used to connect to your IP camera from now on.

**h** The app opens in Live View and streams video from your cameras.

### Android

**a** Install **FLIR Cloud™** for free from the Google Play Store.

**b** Tap the **FLIR Cloud™** icon.

**c** [Live Preview — Tap] → [Device List — Then tap +]

**d** Configure the following:

| | | |
|---|---|---|
| Scan QR Code | | > |
| ① Register Mode: | IP/Domain | > |
| ② Name: | HD System | |
| ③ Address: | tomsmith.myddns-flir.com | |
| ④ Client Port: | 35000 | |
| ⑤ Username: | admin | |
| ⑥ Password: | ••••• | |
| Live Preview: | Sub | > |
| Playback: | Sub | > |
| Start Live Preview | | |

1. **Register Mode:** Select **IP/Domain**.
2. **Name:** Choose a name for your IP camera of your choice.
3. **Address:** Enter the IP address or DDNS address of your IP camera. (e.g. tomsmith.myddns-flir.com).
4. **Client Port:** Enter the Client Port (default: **35000**).
5. **Username:** Enter the IP camera's User Name (default: **admin**).
6. **Password:** Enter the IP camera's Password (default: **admin**).

**e** Tap **Start Live Preview**.

**f** Enter a new 6 character password and tap **OK**. This password will be used to connect to your IP camera from now on.

**g** The app opens in Live View and streams video from your cameras.